

## **TROUBLESHOOTING**

If your device is not operating properly, please check below for common problems and suggested solutions. If the recommended action does not solve the problem, please contact Sunpentown Customer Service at 800-330-0388 or [service@sunpentown.com](mailto:service@sunpentown.com).

### **Stimulation is weak or non-existent**

- Be sure skin is clean and pads are firmly attached to skin.
- Be sure the pads are not touching each other.
- Check that pads are moist and not worn out.
- Check wire connection and make sure plug is securely plugged.
- Replace dead batteries.
- Both pads (of the same wire) must be attached to one person's body in order to feel sensation.

### **Skin gets irritated or turns red**

- Treatment time is too long or too frequently used on the same spot.

### **Stinging sensations**

- Pads must be moist and stick firmly to skin. Pads that are not moist enough will produce a weak and stinging sensation. Before each use, apply couple drops of water to pads before attaching to skin and press down firmly.
- Worn out pads can also cause stinging sensation, replace the pads as needed.

### **Massage pads are not sticking**

- Make sure the protective plastic covering has been removed.
- Pads are water activated. Be sure pads are moist.
- Pads are worn out and needs to be replaced.

### **Device does not turn on**

- Replace dead batteries.